BT CONVERSE 2100

User Guide

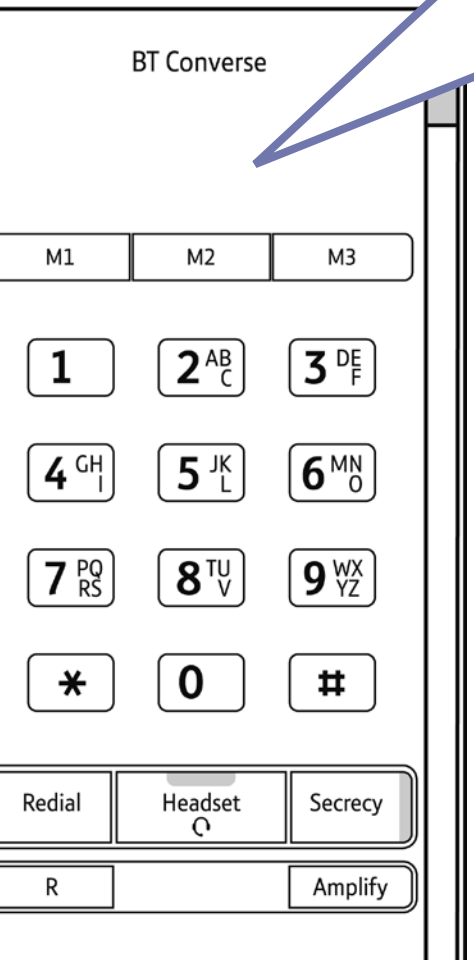
Bringing it all together

This new interactive user guide lets you navigate easily through the pages and allows you to be directed straight to any websites that are referenced.

Simply hover the cursor over the page number or website reference and click when the changes to the icon.

Welcome

to your BT Converse 2100 Corded Telephone



- Three one-touch buttons for easy dialling of your most important numbers.
- Headset facility lets you make and receive calls privately while keeping your hands free.
- Secrecy feature lets you talk to someone else close by without your caller hearing.
- Last number redial.
- Providing you are connected to a compatible switchboard, the message waiting indicator will flash when you receive new messages.*
- Amplifier lets you switch the earpiece volume between Normal and High.
- Adjustable ringer volume.

* BT 1571 or similar network voicemail users can also use this feature, however the indicator light will not flash. New voicemail messages will be indicated by a stuttered dial tone when you pick up the handset.

This User Guide provides you with all the information you need to get the most from your BT Converse 2100.

You must first set up your BT Converse 2100 before you can use it. This doesn't take long as it is easy to do.

Just follow the simple instructions on the next few pages.

Hearing aid friendly

The BT Converse 2100 is fitted with an inductive coupler so it is compatible with hearing aids. Please visit **http://www.btplc.com/inclusion/** for further practical advice on using hearings aids.

Got everything?

- BT Converse 1200 telephone
- Handset and cord (already fitted to base)
- Telephone line cord (already fitted to base)
- Desk mounting plinth
- Wall mounting plugs and screws

In this guide

Getting started
Location....5
Setting up....5

Getting to know your phone
Buttons and features....6

Using your phone
Making and ending calls....7
Hearing Aid compatibility....7
Make a call using a headset....7
Receive a call using a headset....7
Redialling the last number....7
Secrecy....8
Message waiting....8
Adjusting the ringer volume....9
Adjusting the ringer tone....9
R/Recall button....9
Amplify....9

M1–M3 memory buttons
Store/replace a one touch number....10
Dial a one-touch memory number....10
Storing a pause in a number....10
Delete a stored number....10

Help....11

General information
Safety information....12
Guarantee....12
Returning your phone....12
Technical information....13
How many telephones can you have?....13
Switchboard compatibility....13
R&TTE Directive....13
Product disposal instructions....13
Wall mounting your phone....14

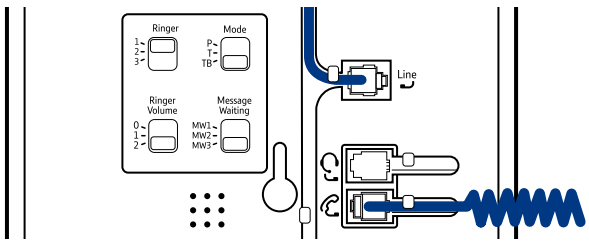
Getting started

Location

You need to place your BT Converse 2100 within 3 metres of a telephone socket so that the cable will reach. Your BT Converse 2100 can be wall mounted, see 'Wall mounting your phone' on page 14.

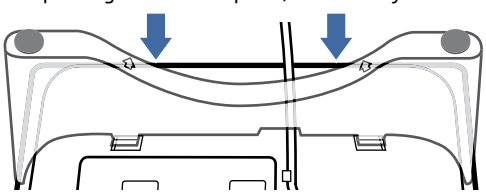
Setting up

1. Plug the end of the telephone line cord into the telephone wall socket.



2. Check that the dialling **Mode** switch on the underside of the base is set to **TB** for tone dialling with timed break recall.

3. Fit the desk mounting plinth if required by positioning the plinth over the lugs and pushing it down into place, as shown by the blue arrows.



Your BT Converse 2100 is now ready for use.

WARNING
Do not place your BT Converse 2100 in the bathroom or other humid areas.

Other electrical equipment close to your Converse could have an adverse effect on call quality. If you experience buzzing during a call try moving the Converse away from any electrical equipment that may be nearby.

IMPORTANT
Only use the handset and line cord supplied or this product may not work.

Dialling mode
If connecting to a switchboard you may need to adjust the dialling mode setting to **P** or **T** using the **Mode** switch on the underside of the base. If in doubt, please consult your service provider.

Getting to know your phone

Buttons and features

Handset park
If the phone is wall-mounted, you can hang the handset here if you need to leave the phone during a call.

M1–M3 one-touch memory buttons
Press a one-touch button to dial the stored number, page 10.

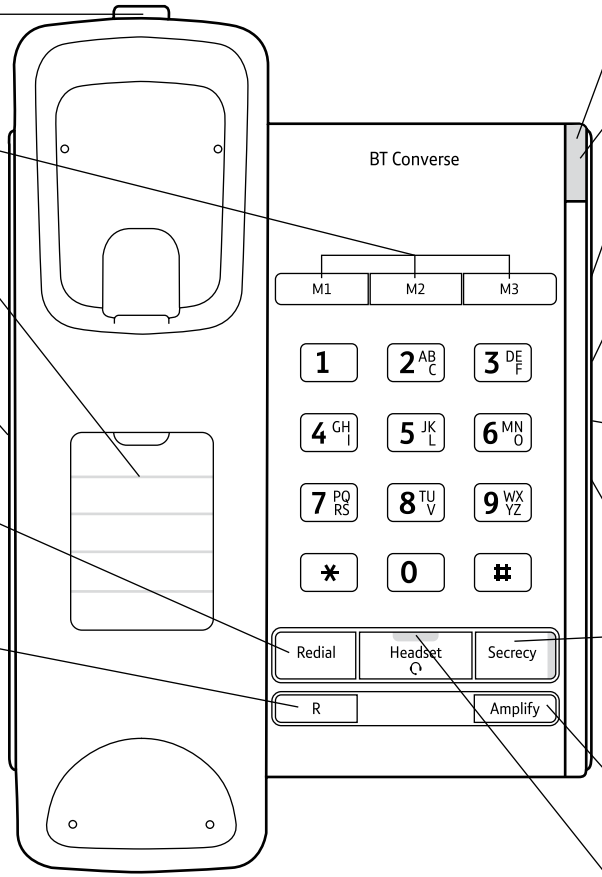
One touch memory label
Keep a note of your numbers. Instructions on how to store a one-touch number are printed on the reverse of this label.

Headset socket (underneath the phone)
Lets you connect a Headset (not supplied), page 7.

Redial
Redials the last number called, page 7.

Also used to enter a pause in a stored number, page 10.

R (Recall)
For use with a switchboard and some BT Calling Features, page 9.



Message waiting indicator
Flashes if you have Voicemail, page 8.*

Call indicator
Flashes when you have an incoming call.

Dialling mode switch (underneath the phone)
Lets you set the dialling mode, pages 5 and 13.

Message waiting switch (underneath the phone)
See page 8 for details if you are connected to a switchboard.

Ringer switch (underneath the phone)
Lets you adjust the ringer tone, page 9.

Ringer volume switch (underneath the phone)
Lets you adjust the ringer volume, page 9.

Secrecy button & indicator
During a call, press to stop your caller hearing you so you can talk privately to someone else close by, page 8.

Amplify
Press to switch the earpiece/ headset volume between Normal and High, page 9.

Headset button & indicator
Lets you make and receive calls with a headset, page 7.

Handset & Hearing Aid
Hearing aid wearers may benefit from switching their hearing aid to the middle T position and holding the earpiece up to the aid, not their ear.

Please visit **http://www.btplc.com/inclusion/** for further practical advice on using hearings aids.

* The light will only flash if your BT Converse is connected to a PBX switch or similar. The light will not flash when used with network services such as BT 1571.

Using the phone

Making and ending calls

1. Lift the handset and dial the number you want.
2. Replace the handset to end the call.

Hearing Aid compatibility

As this telephone is fitted with an Inductive Coupler, hearing aid wearers may benefit from switching their hearing aid to the middle 'T' position and holding the earpiece up to the aid, not their ear. Please visit **http://www.btplc.com/inclusion/** for further practical advice on using hearings aids.

Make a call using a headset

Headsets are not supplied with your BT Converse 2100. However, you can purchase headsets (with RJ11 jack) by visiting www.shop.bt.com

1. Plug the headset (not supplied) into the socket marked on the underside of the base.
2. Press Headset and dial the number. When the headset is in use the headset indicator (on the Headset button) will be lit.

   Press Headset to end the call.

Receive a call using a headset

1. When the phone rings and the headset is plugged in, press Headset to answer.

Redialling the last number

The redial number can up to 32 digits long. If the last number dialled was longer than 32 digits, only the first 32 digits will be dialled.

1. Lift the handset, or press Headset, then press Redial.

Secrecy

During a call, you can talk to someone nearby without your caller hearing you.

1. Press Secrecy. The red secrecy light (on the Secrecy button) comes on and your caller cannot hear you.
2. Press Secrecy again to return to your caller.

Message waiting

If your BT Converse phone is connected to a switchboard, the message waiting indicator will flash when you receive new voicemail messages.

BT 1571 or similar network voicemail users can also use this feature, however the indicator light will not flash. New voicemail messages will be indicated by a stuttered dial tone when you pick up the handset.

Message waiting switch

If your telephone is connected to a switchboard you may need to change the message waiting switch setting on the base of the phone. It is pre-set to MW3 which is for an SX2000 switch. MW1 and MW2 positions are for when the telephone is connected to an ISDX switch. If the switch is moved to MW2 and the message waiting indicator stays on permanently, use MW1.

1. Lift the handset, or press Headset and dial 1 5 JK L 7 PQ RS 1 to connect to your answering service.

   If in doubt, please refer to your PBX instructions/manager for the correct procedure to access this service.

Adjusting the ringer volume

1. Set the Ringer Volume switch on the underside of the phone to 0 (Off), 1 or 2.

Adjusting the ringer tone

1. Set the Ringer switch on the underside of the phone to 1 (Low), 2 (Medium) or 3 (High).

R (Recall)

The R button is used to access a range of switchboard services, for example, to transfer calls and with some BT Calling Features.

Amplify

1. Press Amplify to switch the earpiece/headset volume between Normal and High.

After you hang up, the volume will automatically return to Normal volume.

M1 – M3 memory buttons

Each number can be up to 32 digits long and can include a pause or #.

If you enter more than 32 digits you will hear an error beep.

To enter a pause when storing a number press Redial.

To cancel while storing, hang up the handset or press Headset. Any number already stored will be kept.

You can store your 3 most frequently used phone numbers on the one-touch memory buttons (M1, M2 and M3) and dial them by pressing a single button.

Store/replace a one touch number

1. Lift the handset, or press Headset, to get a line.
2. Press and hold the M1, M2 or M3 button you want until you hear a beep and the Secrecy light flashes.
3. Enter the number you want to store.
4. Press the same M1, M2 or M3 button to confirm. The number is stored. You hear a confirmation beep.

Dial a one-touch memory number

1. Lift the handset, or press Headset, then press the one-touch button you want. The stored number is dialled.

Storing a pause in a number

A pause is normally inserted in a stored telephone number after a switchboard access code (e.g. 9) to allow the switchboard time to get an outside line before the number is dialled. For example, **9 – Pause – 08702405522**.

1. To enter a pause, press Redial in the appropriate place when storing the number.

Delete a stored number

1. Lift the handset, or press Headset, to get a line.
2. Press and hold the M1, M2 or M3 button you want until you hear a confirmation beep and the Secrecy light flashes.
3. Press Secrecy to delete the stored number. You hear a confirmation beep.
4. Replace the handset or press Headset.

Help

Phone does not work/No dial tone

Check that the line cord is plugged in, see page 5.

You have a dial tone, but the phone will not dial out

If you are connected to a switchboard, check whether you need to dial an access code or if you need to change the dial mode, see pages 5 and 13.

Phone ringer does not ring

Is the ringer volume switch set to 0?

Move the ringer volume switch to 1 or 2, see page 9.

General information

Safety information

- Clean the phone with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.
- Do not open the handset or base. This could expose you to high voltages or other risks.
- Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- Do not expose to direct sunlight.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- We recommend that you do not place the products on antique / veneered wood to avoid damage.

Guarantee

Your BT Converse 2100 is guaranteed for a period of 12 months from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Converse 2100, or any component thereof, which is identified as faulty or below standard, or as a result of inferior workmanship of materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights. Within the 12 month guarantee period:
- In the unlikely event of a defect occurring, please return the product with the receipt, to the place of purchase.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, Helpdesk Solutions 0870 240 5029 or a local qualified repairer.

Returning your phone

Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the carrier.

Technical information

How many telephones can you have?

- All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Converse 2100 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring.
- With different telephone types there is not guarantee of ringing, even when the REN is less than 4.

Switchboard compatibility

This product is intended for use within the UK for connection to public telephone network and compatible switchboards, which support tone dialling and timed break recall.

Your BT Converse 2100 can be set to work with your switchboard by moving the switch on the underside of the base to either P (pulse) T (tone) or TB (timed break). If in doubt, please consult your service provider.

Switch from pulse to tone during a call

If you need to set your BT Converse 2100 to pulse dialling, you can temporarily switch to tone dialling during a call – for example, if asked to enter a code number. To switch to tone dialling during a call, press *.

R&TTE Directive

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

Declaration of Conformance

Hereby, A-Team declares that this BT Converse 2100 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, go to the product website at www.bt.com/producthelp

Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes.

For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

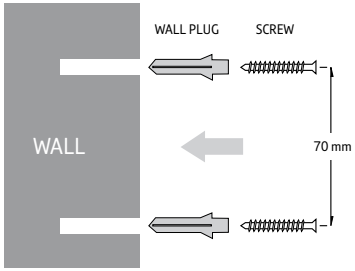
Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Wall mounting your phone

WARNING
Before you wall-mount your BT Converse 2100, check that you are not drilling into any hidden wiring or pipes.

Make sure the telephone line cord will reach the wall socket.

1. Unclip the stand from the base of the phone and remove it. Re-route the telephone line cord towards the bottom of the phone.
2. Drill two holes in the wall 70mm vertically apart using an 8mm drill bit.
3. Insert the wall plugs if necessary, then insert the screws leaving about 5mm protruding from the wall on which to hang the phone.



4. Slot the holes on the back of the base over the screw heads and gently pull the phone down to fix it securely in place.

Using the handset park when the phone is wall-mounted

If you need to leave the phone whilst on a call, hang the handset on the handset park at the top of the base.

BT is a **sustainability leader**

To find out how we're making our products greener visit

bt.com/betterworld/products

Offices worldwide

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Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
Printed in China.

Designed and produced by The Art & Design Partnership Ltd.

BT Converse 2100 (07/09) Issue 2